MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2019/2020

L0B1027 – ORGANISATIONAL BEHAVIOUR IN STRATEGIC COMMUNICATION

(FAC1)

21 OCTOBER 2019
2.30 P.M. – 4.30 P.M.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of **TWO pages.**
2. Answer **ALL** questions in Sections A and B.
3. Write your answers in the Answer Booklet.

SECTION A – STRUCTURED QUESTIONS [20 MARKS]

Instructions: Answer **ALL** questions. Write your answers in the Answer Booklet.

Question 1

a) Define organizational behaviour. (1 mark)

b) Identify and explain **FOUR (4)** personality traits. (4 marks)

Question 2

a) Identify and explain **TWO (2)** effects of emotional stability at the workplace. (2 marks)

b) Identify and explain **THREE (3)** common causes of stress at the workplace. (3 marks)

Question 3

a) Identify and explain **THREE (3)** types of leadership. (3 marks)

b) Identify and explain **TWO (2)** theories of leadership. (2 marks)

Question 4

a) The best-known theory of motivation is Abraham Maslow's hierarchy of needs. Explain the **FIVE (5)** steps in the hierarchy of needs from the lowest to the highest. (5 marks)

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SECTION B – CASE STUDY [30 MARKS]

You have just been assigned to lead an activity of your choice at your organization by your Head of Department. So, you decide to organize a team building activity since the organization has been putting it on hold for almost 2 years.

However, your immediate supervisor Sarah is against the idea. To be fair, you request for a meeting with the department team to get everyone's opinion on the issue and pitch your idea. But Sarah refuses. Instead, she decides to call for an informal group meeting, in which all the members of the group will favour her idea of not having the team building activity.

She calls you into the meeting without the other team members present, and asks you to present your argument for having the team building activity.

Question 1

a) Define the group decision making process with an example. (2 marks)

b) Explain the difference between groups and teams, with an example each. (4 marks)

c) Explain to Sarah **FIVE (5)** stages of group development so that she understands her role better as a leader in group development. (5 marks)

d) Advise Sarah of **FOUR (4)** strengths of proper group decision making, with examples. (8 marks)

e) Identify **THREE (3)** types of teams. (3 marks)

f) Defend your proposal for continuing to have the team building activity with **FOUR (4)** arguments. Explain each argument with an example. (8 marks)

End of Paper